



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending December 31, 2007

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.70	5.30	5.80	5.60
B. Operator Answer Time - Information [730.510(a)(1)]	4.69	4.07	4.57	4.44
C. Repair Office Answer Time [730.510(b)(1)]	14.00	17.00	12.00	14.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	15.00	9.00	20.00	14.67
E. Percent of Service Installations [730.540(a)]	98.50%	98.73%	99.81%	99.01%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.65%	100.00%	99.28%	99.64%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.53	0.68	1.50	1.24
H. Percent Repeat Trouble Reports [730.545(c)]	9.77%	6.77%	5.06%	7.20%
I. Percent of Installation Trouble Reports [730.545(f)]	1.89%	3.01%	2.06%	2.32%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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